



**South Carolina
Water Utilities**

Welcome to South Carolina Water Utilities!



Craig Sorensen, P.E. , President
South Carolina Water Utilities

“ On behalf of the entire South Carolina Water Utilities team, we would like to welcome you as a new customer.

We are committed to providing safe, reliable drinking water and effectively treating wastewater to return it to the environment. Our customers are the most important part of our business, and we work tirelessly to ensure your satisfaction.

Thank you for the opportunity to provide service. ”

This welcome packet contains information to help you manage your utility services.



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**South Carolina
Water Utilities**

Contact Us



(803) 699-2422
Monday - Friday
8:30 a.m. to 4:30 p.m.



SCWaterUtilities.com



account.mywater.us

NEW SERVICE CHECKLIST



Set Up Service and Account

Visit **account.mywater.us** and click “Start Service” to set up water/wastewater service. This is how you will get your account number.



Set Up Your Online Portal Account

Visit **account.mywater.us** and next to “Need a profile?” click on Sign up. You will need your account number.



Sign Up for Paperless Billing and Service Alerts

Make your account more efficient! Within the portal under the “Billing & Usage” menu options, click on “Paperless Billing with Email Notification.” Then to receive email or text alerts about service events, payment reminders, leaks, and high usage, under the menu option “Update My Info” click on “Manage Notifications.” Select how you would like to receive notifications.



Check for Potential High Usage

When you move into your home, look for things that could use more water than expected. For example, if you have a sprinkler system, the previous owner or renter’s settings could have it set to run longer than you would like, thus driving up your water usage.



Check for Leaks

Walk through your home and check toilets and faucets for leaks. Then, walk around the perimeter of your home to check for any leaks. It’s important to repair leaks before they spike up your usage. If you end up having a leak, give us a call to check your usage and provide any assistance.

Visit the **Water 101 section of our website for more conservation tips.**



**South Carolina
Water Utilities**

Customer Service & Billing

Ways to Pay: Online

To manage your utility bills and payments, we recommend using our **My Account** online self-service customer portal. With My Account, you can easily manage most billing and other requests yourself.

From the self-service online portal you can:

- View your bill and usage
- Pay with digital wallet, debit card, bank account, credit card, or indicate cash payment
- Set up auto pay
- See previous payment amounts and date paid
- See your total amount due and due date

You'll also be able to:

- Have paperless billing enabled
- Start / Stop and Transfer utility services
- Set up and modify notification preferences
- Contact Customer Service

Visit **account.mywater.us** to register and log in. Have your 10-digit Account Number (from your bill), service zip code, and email address available when registering.

Scan to Visit **My Account** Portal



Sign up for Paperless Billing

If you're already viewing your bill online, sign up for paperless billing to stop receiving a bill in the mail & reduce waste!

Ways to Pay: Phone

Call **(803) 699-2422** and select Option 2 to make a payment.

Over the phone you can:

- Check your account balance
- Get confirmation of your last payment made
- Pay your bill anytime, anywhere using credit or debit cards
- Set up recurring payments on your credit/debit card

Ways to Pay: Mail

Please mail the detachable portion of your bill with your payment by money order or check. Please reference the payee details and your 10-digit Account Number as information to include on your payment.

Mail payments to: **P.O. Box 361850
Hoover, AL 35236-1850**

Ways to Pay: In Person

There are many ways to pay in person with debit, credit, or cash. Visit your local 7-Eleven, Kroger, Walgreens, CVS, Winn-Dixie, Family Dollar, Love's, Meijer, Giant Eagle, Speedway, ACE Cash Express, and Walmart. To pay in person at Walmart, visit the Money Center or Customer Service Desk. For the other retailers listed, within My Account under "make a payment," click on "cash" to receive a payment barcode. Bring the payment barcode to the local retailer you selected, and the cashier will scan it when you check out to complete your payment.

Note: Payments may take as long as 48 hours to post.

For detailed info on our payment options, visit our website at SCWaterUtilities.com



**South Carolina
Water Utilities**

Understanding Your Bill

South Carolina Water Utilities
 Customer Service: 9:30 AM - 4:30 PM, Mon - Fri
 Phone: 877-977-7992 Emergencies: 877-977-7992
 Email: SC-customerservice@swwc.com
 Website: www.swwc.com/sc

Account #: 001000000000
 Invoice #: 181000000000
 Bill Date: 07/09/2025
 For Service To: Jane Davis, 1234 Main St

Due Date: 08/04/2025
 Amount Due (Auto Pay): \$111.35

Service	From	To	# of Days	Previous	Current	Usage (KGal)	Meter #
5/8" - R	06/07/2025	07/09/2025	32	843	846	3	1234567

Account Summary

Previous Balance	\$98.37
Payment Received 07/07/2025 - Thank You	-\$98.37
Balance Before Current Charges	\$0.00
Water Fee - Base	\$32.09
Sewer Fee - Base	\$59.24
Water Fee - Consumption	\$19.47
Safe Drinking Water Fee	\$0.55
Total Current Charges	\$111.35
Total Account Balance	\$111.35

Messages

- Late Charge Reminder - A 1.5% additional charge will apply to any unpaid balance after due date.
- Units: 1 KGal = 1000 Gallons
- Moving? Move-Out Online at <http://www.myswwc.com>
- Address Change? Email us at SC-customerservice@swwc.com

Water Usage History

12 Month Usage in KGal

Month	Usage (KGal)
J	1
A	2
M	1
J	1
J	1
A	0
M	0
M	0
J	0
J	0
J	0
J	3

2024 SCWU Harbor Island Water Quality report available now: <https://www.swwc.com/alscdccfcr-hlccr-harborisland-2024.pdf>

Please pay online at <https://account.myswwc.com>, pay via phone at 877-977-7992, or detach and return the bottom portion with your payment.

Account Number: 001000000000
 Total Amount Due By 08/04/2025: \$111.35

South Carolina Water Utilities - SCHI
 31 Sora Rail Rd
 Kiawah Island, SC 29455

Autopay

Total due will be deducted from your account on or after 08/04/2025

Jane Davis
 1234 Main St
 Joshua, TX 76058

South Carolina Water Utilities - SCHI
 31 Sora Rail Rd
 Kiawah Island, SC 29455

1. Account Information: You'll need your account number to set up a portal account or when you call us. The "billing date" is when the invoice was generated, and the "total amount due by" is when your payment is due before it is considered late.

2. Meter Overview: The "rate type" refers to your meter size. "Meter read dates" represent the time period for this bill. The "meter reading" displays information used to calculate your usage. The "usage KGal" represents the number of 1,000 gallons of water used. We do not charge for fractions of 1,000 gallons. The "meter number" is the ID number we use for the meter.

3. Previous Bill Summary: This is where you can see information about your previous bill amount and any remaining balance you owe.

4. Current Billing and Other Basic Charges: Each charge that makes up your bill is itemized in this section. A water or sewer base is the set rate for reliable service. The water and sewer usage is based on your usage. For more on sewer usage, see the winter averaging section below. You can also read about the other additional charges below.

5. Message Center: Each month we post important information in this section, so be sure to check it out.

6. Water Usage History: This chart shows how much water usage you've used in the past 12 months..

Back of the Bill: Very important messages about drought restrictions, rate changes, and infrastructure are frequently featured on the back of the bill or in additional pages.

RATES EXPLAINED

What makes up a base rate?

The monthly water and/or sewer base rate on your bill is designed to recover the fixed costs of providing water service to your home or business. This includes the cost of maintaining the supply, security, technology, treatment, distribution, service facilities, and customer service. These rates are approved by the South Carolina Public Service Commission (SCPSC) before they are implemented.

How is the consumption fee calculated?

The consumption fee is based on the water usage per month at a scale of 1,000 gallons. These rates are established within the tariff approved by the SCPSC.

Safe Drinking Water Fee

A fee required by the South Carolina Department of Environmental Services to help cover the costs of regulating and ensuring the safety of drinking water.



Getting Started with My Account

To manage your utility bills and payments, we recommend using **My Account**, our online self-service portal. Sign up for My Account today! The information below will help you get started.

Create a My Account Profile

From a computer or mobile web browser, visit My Account at account.mywater.us to set up your customer profile.

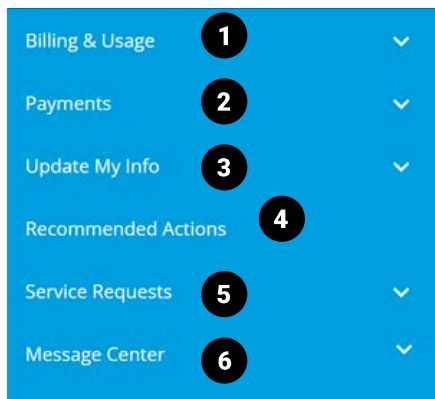
- Click “Need a profile? Sign Up.”
- You will need to have ready:
 - 10-digit Account Number (found on your bill)
 - Service Address Zip Code (5 digits only)
- Complete the form on the next page and click “Submit.”
- If you have difficulties signing up, contact Customer Service at **(803) 699-2422**

Navigating the My Account Portal

After setting up your My Account profile, use your User ID and password to log in. From the homepage, the side navigation bar will connect you to convenient tools to manage your utility account.



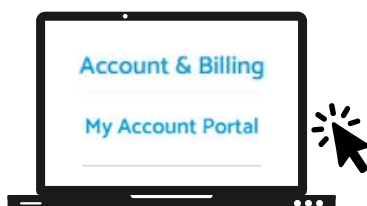
Click to Access Tools to
Manage Your Account



Account Summary is your homepage. From this page, you can view your account details and current bill, make a payment, or compare your usage.

✓ [Manage your bill](#) ✓ [Set up alerts](#) ✓ [Monitor usage](#)

1. Billing & Usage History, Paperless Billing, Understand Your Bill, Compare Bills. Click “Usage Analytics” to view your water consumption data.
2. Make a Payment, Set Up Automatic Payments, Add a Payment Method, View Payment Options, Schedule a Payment.
3. Update Contact Information, Add Profile Information, Create a Household Usage Profile, Manage Notifications, Set Up Leak and High Usage Alerts.
4. Browse Water Conservation Recommendations Based on Usage.
5. Submit a Request to Start Service, Transfer Service or Disconnect Service.
6. Message Customer Service, View Your Message Inbox and Sent Items.



Need Help?

Find step-by-step videos on our website at SCWaterUtilities.com! From the navigation bar, click **My Account Portal** under **Account & Billing**.

Billing & Usage

MY ACCOUNT

Account Summary

Billing & Usage

Billing & Usage History

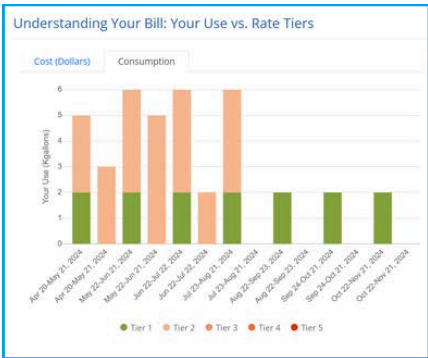
Billing

Paperless Billing

Compare Bills

Usage Analytics

Leaks



Within the “billing” menu option, you can see how your usage is calculated with the rate tier structure.

Go to the “usage analytics” menu option, to see your water usage

You can also see a prediction on what’s driving your usage.



Update My Info

MY ACCOUNT

Account Summary

Billing & Usage

Payments

Update My Info

My Contact Information

Profile Information

Household Usage Profile

Manage Notifications

Calculate your Household Usage Profile by answering questions about your habits.

Set alerts for leaks, high usage, bills over a set amount, or for unplanned usage.

Household Outdoor Indoor

How many people typically live in your home?
If this changes regularly, choose the number of occupants that are in the home most of the time.
1 2 3 4 5 6 7 8 9+

What is your home's lot size?
We estimate that 10025 Bonazzi Blvd has a 0 sq. ft. lot. Is our estimate close? If not, please correct us below.

Do you have a yard?
If you live in an apartment or a condo, you might not have a yard.
Yes No

How much of your front and back yard is hardscape?
For example, your driveway, patio, or any paved or gravel-covered area.
1-25% 26-50% 51-75% 76-100% Don't know

Notification Reminders

	Email	Text Message
When online payments are made	☐	☐
Payment, or AutoPay, Reminder (5 days before original due date)	☐	☐
Water Education (Conservation, Tips)	☐	☐
Service Events (Outages, Quality)	☒	☐

Selected Notifications will apply to the selected account 1000138835.

To enable text messaging, please set up your phone number to receive text messages on the Contact Information page.

Leak Alerts

You will be notified if we think you have a leak. If your property uses water continuously, tell us [how much](#).

High Use Notifications

You will be notified when your daily use is over 2.5 times your normal seasonal use.
*Typical Seasonal Use 167 GPD

Bill Forecast Notifications

You will be notified if your use in the current period is on track to exceed \$50 more than your normal seasonal bill. We will only contact you a maximum of once per billing period.

\$ 50 more than your typical bill

Recommended Actions

MY ACCOUNT

Account Summary

Billing & Usage

Payments

Update My Info

Recommended Actions

Recommended Actions

There are many actions you can implement around your property in order to save money and water! Browse our recommendations below, selected based on your Household Profile. You can also track which actions you've started, saved or completed and which are not for you.

Gallons Per Day (GPD)

Install High-Efficiency Toilets

Read more

Savings up to: 21 GPD \$72.00/year

Install Faucet Aerators

Read more

Savings up to: 14 GPD \$63.00/year

Choose low water-use plants

Read more

Savings up to: 13 GPD \$46.00/year

Take a 5-Minute Shower

Read more

Think Before You Flush

Read more

Don't Waste Cold Water

Read more

Get recommendations on how to reduce your water usage.



**South Carolina
Water Utilities**

Water Quality Reports

Why are there Water Quality Reports?

Water Quality Reports are summaries of yearly testing done by EPA-certified laboratories. They inform the public about detected contaminants, their concentrations, and any potential health implications.

This testing helps us benchmark and monitor water quality changes over time, detect new contaminants, and keep our customers informed.

What is in the Water Quality Reports?



When are the reports issued?

We don't wait for a report to test your water. We test your water daily at the treatment plants and at sample spots within the neighborhood. However, the previous year's Water Quality Report becomes available in the middle of the current year. This is because the process takes some time to complete.



1. A team of state-certified water quality professionals collects thousands of water samples a year from water supply sources that serve your home or business.



2. All samples are analyzed by state-certified laboratories to ensure that all quality and safety standards are met.



3. These laboratories report the water test samples to the South Carolina Department of Environmental Services.



4. The utility receives the results, and then a report of these water test results is prepared by the utility into a Water Quality Report.



Important definitions to remember:

- **Maximum Contaminant Level:** This number tells you the highest level that the regulatory organization allows of that contaminant.
- **Range, Lowest and Highest, or Minimum and Maximum Levels:** It's identified differently in each state, but this number(s) tells you what your water tested as.
- **Ppb or ppm:** These are units of measurement which means 1 part per 1 billion (million) parts of the water. This essentially identifies how small the particle of the contaminant is in the water.

Visit Our Website to Read the Report for Your Community.



South Carolina
Water Utilities

Keep Your Sewer System Trouble-Free

What Not to Flush

Protecting your wastewater system starts with knowing **what not to flush**. Your community's wastewater treatment plant is a biological treatment system, and not designed for garbage filtration, so the items listed below can have serious consequences to its operation. **Please reuse, recycle or dispose of everyday items according to local guidelines.**

Don't Flush:



- Prescription Drugs
- Fats, Oils, and Greases (FOG)
- Other Bathroom Items



- Household Garbage
- Dangerous Chemicals
- Cleaning Products



- Plastics, Latex, and Rubber
- Medical Items
- Cat Litter/Animal Waste



Remember: So-called "Flushable" wipes should **never** go down the drain! They only belong in the trash.

Cross Connection & Backflow Prevention

Proper Way to Fill Up Your Pool



To avoid back flow, never submerge the hose into the pool when filling it up.

A **cross-connection** is an actual or potential connection between potable water and non-potable water or hazardous material (soapy water, pool water, pesticide, etc.), which can contaminate your drinking water if backflow occurs.

Backflow is an undesirable flow of water or other items back into the pipe, hose, or faucet rather than flowing to the intended point. If the water pressure in your house drops (this can be caused by nearby firefighting or water main break), it can cause the hose to suck water in.

Anything that's connected to your hose (be it liquid, solid, or gas) can flow back ("backflow") into the distributing pipes and your drinking water supply.

Cross-connections can result in severe chemical or microbiological contamination events in drinking water systems and temporarily shut down a community's water supply. **Learn more in the Water 101 section on our website under "Water at Home."**



**South Carolina
Water Utilities**

Tips for Managing Water Usage

Tools We Offer

Usage Intervals



Online Portal: account.mywater.us

- See your regular usage and set alerts for when your bill is over a set usage or cost amount (not yet available to all residents).
- Compare your usage with other months
- Calculate your water usage based on your habits to compare with your bill
- Read tips on how to reduce water usage

Paper Bill

- See a monthly chart tracking your usage.

Water Conservation Measures

- Check for leaks from your pipes, faucets, toilets, outside taps.
- Install water-saving aerators on faucets.
- Use dishwashers and washing machines when they are full.
- Defrost frozen food in the refrigerator or microwave instead of running water.
- If washing dishes by hand, use two basins rather than letting the water run.



Be a Leak Detective!



Leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings. Common types of leaks found in the home are worn toilet flappers, dripping faucets, and other leaking valves.

Visit the **EPA website** for a step-by-step guide to finding and fixing household water leaks.

Go to: www.epa.gov/watersense



**South Carolina
Water Utilities**

Investing in Our Communities

While much of the country's water and wastewater systems often go unnoticed, they deliver life-sustaining and public health support every single day. These systems are aging and need continuous investment to avoid crisis situations like we've seen in communities where investment needs are ignored.

You are a crucial part in our ability to create continuous improvement.

Your bill payment supports the infrastructure for the entire water usage cycle. The rates go toward ongoing maintenance and customer service, helping us invest in and upgrading local water and wastewater systems. These investments are critical in supporting public health, protecting watersheds, and addressing future community needs. At South Carolina Water Utilities, we work hard to upgrade our local facilities and systems so our customers can trust the service we deliver now and in the future.

How Infrastructure Works

Infrastructure is essential for each step of getting water in and out of your home.

Infrastructure is all the components, from pipes to storage tanks, that allow us to provide the quality water and safely treated wastewater that our communities deserve.

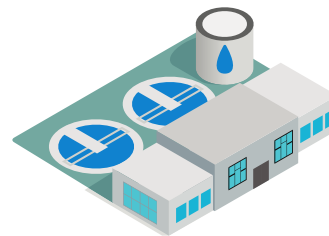
The Source



Water can be sourced from a surface water source (ex. lakes) or groundwater (ex. aquifers) and is pumped out from the source through wells and transported to the treatment plant.

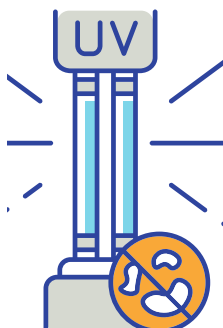
After the water is used for drinking water, becomes wastewater, and then is treated, the water is moved to a spout that returns the water back into the environment.

Treatment and Purification



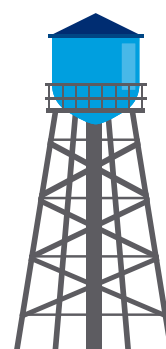
The infrastructure used for the treatment process can remove solid particles big and very small. Depending on the source, this process will utilize many components to go through each appropriate step of the treatment process. Once all the articles are removed, the water then goes through a purification process.

Recovery and Disinfection



After water is used in your home, the wastewater goes through a treatment plant to filter out solids like trash and waste. It then undergoes a disinfection process with high end technology to be safe to return back to the environment.

Distribution



Treated water is held in a storage tank and pumps maintain pressure to ensure a reliable flow of supply to your homes. For distribution, there are two major pipe systems: main and service lines. Main lines are crucial because they transport the water from the treatment plant to the start of the neighborhood. Service lines deliver the water from the main line, through the various streets, and then to your homes.